



300 Bland Street  
P.O. Box 770  
Bluefield, WV 24701

RECEIVED

January 14, 2003

03 JAN 21 AM 10 05

RECEIVED

TN REGULATORY AUTHORITY  
DOCKET ROOM

JAN 15 2003

Mr. David Foster  
Regulatory Manager  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

03-0012

TN REGULATORY AUTHORITY  
TELECOMMUNICATIONS DIVISION

Dear David:

**RE: 2003-12**

Enclosed are an original and three copies of the following tariff page.

Citizens Telecommunications Company of Tennessee, LLC  
GENERAL CUSTOMER SERVICES TARIFF

Section 2 – First Revised Page 51

DOCKET NO.  
03-00061

Please replace the existing First Revised Page 5 in the above referenced filing with this amended First Revised Page 5. We have made the changes as requested by staff (Teferi Mergo).

If you have any questions relative to this filing, please call John Martin at (304) 325-1526 or myself at (304) 325-1216.

Sincerely,

J. Michael Swatts  
State Government Affairs Director

Enclosure

C: Timothy Phillips, Esq.  
Gif Thornton  
Gregg Sayre



300 Bland Street  
P.O. Box 770  
Bluefield, WV 24701

January 2, 2003

Mr. David Foster  
Regulatory Manager  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

2003-12  
RECEIVED  
JAN 03 2003  
TN REGULATORY AUTHORITY  
TELECOMMUNICATIONS DIVISION

Dear David:

Enclosed are an original and three copies of the following tariff pages for review and approval.

Citizens Telecommunications Company of Tennessee, LLC  
GENERAL CUSTOMER SERVICES TARIFF

Section 2 – First Revised Page 1  
Section 2 – First Revised Page 4  
Section 2 – First Revised Page 5  
Section 2 – Second Revised Page 6  
Section 2 – First Revised Page 51

The purpose of this filing is to establish tariff language that will allow Frontier the flexibility to offer special promotions without advance notice or approval. Currently special promotions require 30 days advance notice and approval by the TRA. In November 2001, Frontier made a similar tariff filing and withdrew the filing in December 2001, at Staff's request. The withdrawal was made with the understanding special promotions in competitive situations would receive expedited approval. This accelerated approval process has not materialized.

Frontier faces fierce competition in several of its exchanges. Frontier continues to seek TRA approval prior to offering special promotions but its competitors do not. The 30-day approval process not only delays our ability to launch special promotions, it also provides our competition with advance notice of the details of our promotional plans. Frontier is seeking the same flexibility to offer special promotions as its competitors currently enjoy.

Frontier has been successful in gaining relaxed regulation of special promotions in other jurisdictions as regulatory agencies demonstrate their understanding of the unfair disadvantage the review and approval process poses in competitive situations. You will note that the proposed tariff language indicates that the company will provide the TRA with the details of any special promotion upon informal request. Frontier is not seeking to usurp the TRA's authority, we are simply requesting fair treatment.

An additional copy of this letter is also enclosed. Please date stamp and return it in the enclosed stamped, self-addressed envelope.

If you have any questions relative to this filing, please call John Martin at (304) 325-1526 or myself at (304) 325-1216.

Sincerely,

A handwritten signature in dark ink, appearing to read "J. Michael Swatts", written in a cursive style.

J. Michael Swatts  
State Government Affairs Director

Enclosure

C: Timothy Phillips, Esq.  
Gif Thornton  
Gregg Sayre

# GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

First Revised Page 1

## S2. General Regulations

### CONTENTS

		<u>Page No.</u>
S2.1	<u>Application</u>	4
	S2.1.1 General Applications	4
S2.2	<u>Limitations and Use of Service</u>	6
	S2.2.1 Use of Customer's Service	6
	S2.2.2 Establishment of Identity	8
	S2.2.3 Miscellaneous Devices Provided by the customer	8
	S2.2.4 Broadcast of Recordings of Telephone Conversations	9
	S2.2.5 Recorded Public Announcements	9
	S2.2.6 Limited Communication	10
	S2.2.7 Transmitting Messages	11
	S2.2.8 Unlawful Use of Service	11
	S2.2.9 Cancellation of Service for Cause	12
S2.3	<u>Establishment and Furnishing of Service</u>	
	S2.3.1 Availability of Facilities	14
	S2.3.2 Party Line Service	16
	S2.3.3 Application for Service	16
	S2.3.4 Application of Rates for Business and Residential Service	19
	S2.3.5 Transfer of Service Between Customers	24
	S2.3.6 Initial Service Periods	26

(D)

Continued

Issued: January 3, 2003

Assistant Vice President  
Regulatory and Public Affairs  
Citizens Telecommunications Company  
Bluefield, West Virginia

Effective: February 3, 2003

## GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

First Revised Page 4

---

S2. General Regulations (Continued)

S2.1 Application

S2.1.1 General Applications

The regulations specified herein are applicable to all communication services offered in this tariff by Citizens Telecommunications Company of Tennessee, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this tariff.

(D)

(D)

GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

First Revised Page 5

---

(D)

(D)

(D)

Continued

Issued: January 3, 2003

Assistant Vice President  
Regulatory and Public Affairs  
Citizens Telecommunications Company  
Bluefield, West Virginia

Effective: February 3, 2003

## GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

Second Revised Page 6

---

S2. General Regulations (Continued)

(D)

S2.2 Limitations and Use of Service

(D)

S2.2.1 Use of Customer's Service

- (A) Telephone equipment and facilities are furnished for the use of the customer employees, agents or representatives of the customer or members of the customer's domestic establishment except as the use of the service may be extended, in addition to other service which may be separately ordered, patrons of hospitals or of hotels, members of clubs, students living in quarters furnished by schools, colleges or universities, to persons temporarily subleasing a customer's residential premises, or to tenants living in retirement complexes, or to customers of access line service for customer provided public telephones.

## GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

First Revised Page 51

### S2. General Regulations (Continued)

#### S2.8 Special Promotions

- (C) The Company may offer special promotions of new or existing services or products upon 1 day notice to the Authority Subject to the availability of products, services and facilities, promotions will be available on a completely nondiscriminatory basis to all subscribers meeting the eligibility criteria for each promotion within the classification of service and area for which the promotion is available. Each subscriber meeting the eligibility criteria will have an equal opportunity for participation. Notification will include the time period during which the promotion will be conducted as well as the terms and conditions of the promotion.

(D)

(D)

(N)

(N)